



## Request School Committee Approval of Job Description and Permission to Post (2 positions)

To: Dr. Joel Boyd, Superintendent of Schools  
From: Dr. James P. Hall, Chief Operating Officer  
Re: Part-Time Computer Repair Technician  
Date: November 13, 2020

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The following position was eliminated several years ago. Given current demand and needs, I recommend that the position be restored for the remainder of the school year. Previously, originally the pay was set at \$15.00. Such would not result in qualified candidates.

### Computer Repair Technician (18 hours per week)

#### **REQUIREMENTS:**

1. Experience using Windows, Mac, or mobile Operating Systems
2. Comfortable using various Internet browsers (i.e. Explorer/Chrome/Safari)
3. Experience with various connections (i.e. USB, HDMI, Ethernet, WiFi)
4. Ability to perform hardware reboots and software installations
5. Ability to change ink and toner cartridges in printers
6. Strong analytical and problem solving skills
7. Excellent communication (oral and written) and organizational skills
8. Must be customer service oriented with a pleasant demeanor
9. Must be flexible enough to handle various and multiple tasks at multiple locations

#### **PERFORMANCE RESPONSIBILITIES:**

1. Ability to work in a team environment with the District Technology Staff and school staff. Also able to work independently with little or no supervision.
2. Oversee closure of basic help requests entered by users.
3. Help end users solve technical issues with computers, tablets, printers, and other related technologies.
4. Update software on computers and tablets.
5. Communicate with Help Desk Coordinator for assistance with help requests.
6. Use a computer/laptop/tablet to receive help requests.
7. Take part in various training opportunities to enhance skill set.
8. Perform other responsibilities as assigned by the Help Desk Coordinator and Director of ICTS.

**REPORTS TO:** Director of ICTS / Help Desk Coordinator

**EFFECTIVE DATE OF EMPLOYMENT:** Immediate and then as soon as possible after posting period closes

**TERMS OF EMPLOYMENT:** Part-Time 18 Hours per Week (school year only)

**SALARY:** \$25.00/hr.